








# Troubleshooting

Problem	Probable Cause	Adjustment
Two narrow horizontal lines dividing the screen into thirds	These lines, which are damper wires, are visible when the monitor is functioning normally.	
No video, LED indicator off	No AC power	Check that the power cord is plugged in. Check that the power switch is on.
No video, LED indicator shining	Security software or screen saver software is in effect	Press any key on the keyboard.
No video, LED indicator blinking twice every few seconds	No video input Monitor in energy saving standby mode	Check video cable connection. Press any key on the keyboard.
No video, LED indicator blinking once every few seconds	Protective shutdown	Turn off the monitor for at least 10 seconds. If LED blinking persists, replace monitor.
LED indicator blinking rapidly, video present	Monitor is receiving instruction from the remote control device	This is not a problem; refer to "Adjusting Display Quality."
LED indicator blinking slowly, video present	Monitor is receiving instruction from the remote control device; the control has reached its maximum or minimum setting	This is not a problem; refer to "Adjusting Display Quality."
Video (active area) too large or too small	Overscan or size controls are not adjusted correctly	Adjust  (overscan) Adjust  or 
Video (active area) off center	Monitor out of adjustment	Adjust  or 
Poor focus; white lines are separated into red, blue and green	Convergence misaligned	Adjust  or 
Characters are fuzzy or hard to read	Default font size setting is too small	Change the default font to a larger size. Refer to your application manual.
White areas uneven or mottled	Monitor has been moved	Degauss: After the monitor has been on at least 20 minutes, turn it off for a few seconds, and then turn it on again.
Picture locks up; checkerboard or vertical line pattern; text illegible and keyboard locked	Incompatible frame buffer (video card)	Use a compatible frame buffer (video card). Contact Sun.
Remote control device does not work	Battery in the remote control needs to be replaced	Position the remote control so that it is very close to the sensor. Replace battery; use one standard CR2025 3V lithium battery.
	Remote control is not aimed at the sensor	Aim the remote control directly toward the sensor.